

## COVID SAFETY RULES



In the endeavour of safety and to enable us to offer you and your families a safe and memorable stay, there are a few rules which we must all observe and your assistance in this matter will help us to accomplish this. This letter is basically, an A-Z of keeping yourself and others safe.

The entire BonSol team is at your disposal and will answer any questions or concerns that you may have in this regard.

### OUT AND ABOUT – OUTSIDE THE HOTEL

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- ◇ It is allowed to go without a mask in outdoor areas. When entering an enclosed space (shops, bars, restaurants, etc.), masks must be worn by persons over 6 years of age.
- ◇ In Bars and restaurants, you may remove your mask whilst eating and drinking but it must be worn at all other times.
- ◇ If you are walking or running as part of your fitness programme, you may exercise without wearing a mask.
- ◇ Smoking is prohibited in the street and open air. It is only permitted to smoke if you can maintain 2 metres distance. You may not smoke whilst walking around.

- ◇ Smoking is prohibited on the Hotel terraces open to the public, around the pools and solarium.

## **INSIDE THE HOTEL**

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- ◇ Face masks must be worn at all times. You may only remove it to eat or drink, whilst taking the sunshine and swimming. We have provided everyone with a rather special BonSol mask which we hope you will use.
- ◇ Please remember to keep a distance of 1.5 metres from other guests.
- ◇ In order to comply with the safety rules on social distancing, you will notice that public areas have been reduced.
- ◇ Hand sanitiser is provided for guests at many strategic points around the Hotel, please use freely as required.
- ◇ The elevator may only be used with your accompanying roommate or your family.
- ◇ Our staff will be available in Reception at all times to assist you, but please remember to observe the 1.5 metre distancing. If you require help, please do not hesitate to call Reception from your room and we will happily meet you at your convenience to assist you with anything you need.
- ◇ On your Hotel card, you will find a QR Code which will give you access to useful information during your stay as well as the different menus in our Bars and Restaurants.
- ◇ However, if preferred, we can provide you all information in traditional paper format and in your preferred language.
- ◇ Your card may be used to charge your extra consumption (drinks, spa treatments, meals...)
- ◇ If at any time you feel unwell, please do not leave your room – call us and we will call a doctor immediately.

## **IN THE BAR**

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- ◇ Face masks must be worn at all times except when you are not eating or drinking.
- ◇ Please remember to keep 1.5 m social distancing.

- ◇ Currently we are limited to 4 persons at a the indor tables and 8 at the terrace tables.
- ◇ If you need to visit the WC, or leave the Bar/Restaurant, you must wear a face mask.
- ◇ It is important that we observe the maximum permitted capacity at all times.

## **RESTAURANTS**

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- ◇ Please wear your face mask, use hand sanitiser and observe the 1.5 metre social distancing rule.
- ◇ Every table will be sanitised by our staff for you.
- ◇ Please wait for one of our staff members to seat you at your table. Currently, each table can seat a maximum of 4 people inside and 8 outside.
- ◇ Please wear your face mask at all times and only remove it once seated at your table to eat and drink.
- ◇ If you move to a different part of the restaurant, please wear your mask and sanitise your hands.

## **IN YOUR ROOM**

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- ◇ The cleaning and disinfection of the bedrooms must be carried out without the presence of the guest. If you wish, you may wait on the terrace whilst your maid performs this task. Or alternatively the maid will return at your convenience.
- ◇ Please use the waste bin with lid in the bathroom for personal waste.
- ◇ We have removed all non-essential items from the rooms. All information regarding Room Service and TV Channels are now in the QR format. If you require assistance with this, or the information in a different format, please do not hesitate to contact Reception.
- ◇ You will find a bottle of mineral water in the Minibar courtesy of the Hotel. Because of the current restrictions, the Minibar will not be stocked unless specifically requested. Refreshments provided will be added to the room account

when ordered. Please contact Reception and let us know your requirements in this regard and we will happily organise it for you.

## **THE GYM AND NIRVANA SPA**

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- ◇ Entrance to the Spa and gym facilities is exclusively subject to prior reservation.
- ◇ It is essential that guests use the towels provided. Please book at least 2 hours in advance.
- ◇ All fitness machines and equipment will be disinfected by our staff after use.
- ◇ If required, disinfectant wipes are available for individuals to use whilst using the fitness equipment.

## **THE POOL AREAS**

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- ◇ Masks may be removed whilst sunbathing and swimming.
- ◇ Sunloungers will be sanitised after each use.
- ◇ Sunloungers have been distributed to maintain a safe distance.
- ◇ Please respect the capacity established in the toilets and showers.

## **ANIMATION**

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- ◇ Our regular entertainment programme has been adapted to meet current sanitary regulations. Further information is available at Reception.

## **CHILDREN'S CLUB**

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- ◇ All outdoor Children's activities will be held ensuring the maintenance of a safe distance.
- ◇ Our staff have been fully trained to ensure the safety of children at all times.

## HIRING A CAR / DRIVING IN MALLORCA

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- ◇ If you are hiring a car and driving around the island, please be aware that some new speed rules have been introduced on the motorways and side roads.

And finally ... We would thank you for your help in observing these rules which are in place to keep us all safe and enable you to have a wonderful, well deserved holiday with us.

Thank you for choosing the Bon Sol for your significant break, and putting your trust in us to keep you and your family safe.

Live the moment,

*Familia Xanusa  
y BonSol team*